

Appeals Centre Europe (ACE)

Independent resolution of social media disputes for EU creators



The problem content creators see every week

- Creators' content is removed or demonetised, or harmful content is left up
- Platform appeals processes can be slow or ineffective, putting creators' income at risk

What ACE does

ACE provides free, independent reviews of social media decisions under the EU Digital Services Act (Article 21)

- Certified by Ireland's media regulator (Coimisiún na Meán) to impartially review social media decisions
- Covers platforms such as Facebook, Instagram, TikTok, YouTube, Pinterest and Threads
- Available across all 27 EU Member States
- You can submit your dispute on [our website](#) in Dutch, English, French, German, Italian, Polish.
- The content your dispute is about can be in almost any language spoken in the EU.

What creators can challenge

- Content removals and restrictions, **including demonetisation**
- Account, Page or Group suspensions
- Harmful, policy-violating content left up, including hate, bullying and scams.

Real outcome: A creator with nearly 500,000 followers had content removed from Facebook for violence and incitement. ACE overturned the decision after finding the content was satire. The platform then reinstated the content.

Why this matters to content creators

- Protects creator livelihoods and campaign continuity
- Creates real recourse beyond platform appeals
- Reinforces freedom of expression and creator rights

What ACE is (and isn't)

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| ✓ Independent and non-profit | ✗ No guaranteed action by platforms |
| ✓ Free to creators / agencies | ✗ Not a platform enforcement body |
| ✓ Guaranteed human review | ✗ EU-only |

How content creators can work with ACE

1. Be aware — know ACE exists when issues arise
2. Come to ACE if you disagree with a platform's decision
3. Need support? Email engagement@appealscentre.eu

To learn more and submit your dispute:

www.appealscentre.eu